DUTO (scan)
Adding users’ perspectives
Wout van der Reijden
What is archiving?
Information storage?
Accessible and sustainable information (DUTO)
Interpretable
Reliable
Resistant to change
Why Archiving?
Information is valuable
Job execution
Accountability
Legal protection
History
Information in all forms
How to archive?
Archiving, once
Archiving, now/future
Archiving by design

Make choices in the design phase

Think about future use

Look at the future
New information systems
Existing systems
Choices
Risk analysis
Roles

Users
Requirements

Managers
Decision making, resources and monitoring

Designers
Solutions

Information managers
Intermediate
DUTO requirements

13 DUTO requirements

Based on law, regulations, policies
A.o. Requirements for metadata, information model, disposal ..

User requirements
DUTO scan

What is it?

➢ Methodology to obtain user requirements for (sustainable) accessibility of information

➢ Linked to DUTO characteristics

➢ Concrete case, scoped

➢ Context for change available

➢ In addition to the 13 generic DUTO requirements
Methodology – canvas

- Users of information: Future users
  - Context for change: Developments causing change in work processes and/or applications

- Work process: Activities where information is created or received
- Information objects: Created or received
- Applications: Used to manage information

Input and output arrows indicate the flow of information.
DUTO-scan workshops

Workshop 1
users
identification of user requirements

Workshop 2
designers
identification of possible design choices/measures

Workshop 3
users and designers
prioritizing design choices/measures
DUTO users

- Primary: users
- Secondary: Auditors, lawyers, ombudsman, researchers, customers, FOIA officers, etc.
DUTO designers
Examples

Case: Renovation Piet Heintunnel, Amsterdam

Users of information
- Maintenance companies
- Disaster prevention specialists
- Accountants
- Those accountable in politics
- Future renovators
- Researchers (historians), for instance on asset management.

Context for change
- Program for modernization asset management
- Municipal reorganization

Work process
Project renovation Piet Heintunnel:
- Decision making
- Project management
- Tendering
- Bookkeeping
- etc

Information objects
- Decisions, reports
- Designs/drawings/maps
- Development plans
- Tenders
- Offers
- Budgets
- Research reports

Applications
- ERP systems
- Contract management systems
- Email (Outlook)
- CAD-CAM systems
- Project planning systems
- Etc
| G1 | (Version) history of information objects can be obtained, depending on relevance |
| G2 | Information about the dialogue between political decision making and technical planning and execution will be captured and managed. |
| G3 | Information is available in sustainable file formats. Especially modelling information. |
| G4 | Accurate and complete metadata is should be applied to information |
| G5 | Information objects are available independent of data hosting and software systems (no vendor lock-in) |
| G6 | Information can be searched in conjunction of its context. For example, a contract can’t be interpreted without the context. |
| G7 | All stakeholders can access relevant information |
| G8 | There is a legend of technical terms and systems in use |
| G9 | A user can rely on information being complete and up to date |
| G10 | Project members have received proper instructions on what they need to do to keep information accessible in a sustainable way. |
| G11 | Proper search functionality is available to search for information across multiple systems |
Examples

Some of the proposed measures Piet Heintunnel

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>Prescribe the use of ‘sustainable’ file formats, develop viewers for relevant formats</td>
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<tr>
<td>Use persistent identifiers for each information object and asset</td>
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<tr>
<td>Add relations to other assets in metadata</td>
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<td>Create an overall information model</td>
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<td>Design and implement central access to information via search functionality</td>
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<tr>
<td>Include location data in metadata of all assets</td>
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<td>(future) separate data from business applications</td>
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Results

➢ Awareness, knowledge sharing and dialogue

➢ Prioritised measures for improved accessibility and sustainability of information within the scope of the scan – Report

➢ Where priority is based on desirability and feasibility

➢ Best practices and examples for DUTO itself
National Archives of the Netherlands

- 114,000 requested items in the reading room
- 15,000 visitors reading room
- 1.6 million visitors website
- 10,200 requests by email
- 85 miles of paper
- 15 million photographs
- 30,000 visitors exhibition
- 15,000 visitors educational programs

Rating: 7.8 Out of 10
Rating: 8.7 Out of 10

300,000 maps and drawings
1.2 PB digital data